

**DEPARTMENT OF THE ARMY**  
**HEADQUARTERS AND HEADQUARTERS DETACHMENT**  
**27th TRANSPORTATION BATTALION (MC)**  
**UNIT 27973**  
**APO AE 09096**

AETV-SCS-MI

1 March 2004

MEMORANDUM FOR RECORD

SUBJECT: Policy Letter #1, Open Door Policy

1. My door is always open to you. The most effective way for a soldier to resolve problems or to seek and receive guidance is **through** his or her chain of command. **“Through your chain of command”** means starting with your first line supervisor. If you are having problems that you cannot solve, your chain of command does not have the solution, or your chain of command is the problem, then by all means come see the 1SG or myself. The 1SG and I are available at any time, day or night. We will not always have the solution immediately, but we will help you find one.
2. This policy is not intended to allow soldiers to circumvent the chain of command. Squad leaders, Section NCOICs and Platoon Sergeants should be, and will be, given a fair opportunity to assist in solving any issues.
3. My door is open for good news as well. In fact, I encourage anyone to drop by with something good to tell me. I also encourage all soldiers to speak freely to me in your work areas, motor pool, etc.
4. Should any soldier decide that they wish to speak to me privately, they should make an appointment with the First Sergeant or through their Platoon Sergeant. Additionally, you must let your supervisor know of your intention to talk to me, give him/her the opportunity to solve the issue at their level. In all cases, except when the chain of command is the problem, you must let him/her know why you want to see me.
5. Last but not least, do not let anyone tell you that I do not want to see you. Ask me yourself if you must.
6. **“SHOOTERS, SHOOT TO KILL!”**

WARREN C. FISHER  
CPT, TC  
Commanding